

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

	BRANDON AND TABITHA SWAFFORD)	
)	
	COMPLAINANT)	
V.)	
	NORTH MANCHESTER WATER ASSOCIATION, INC.)	CASE NO. 2019-00457
)	
	DEFENDANT)	
)	

NOTICE OF FILING

Notice is given to all parties that the following materials have been filed into the record of this proceeding:

- The digital video recording of the evidentiary hearing conducted on September 29, 2020 in this proceeding;
- Certification of the accuracy and correctness of the digital video recording;
- A written log listing, inter alia, the date and time of where each witness' testimony begins and ends on the digital video recording of the evidentiary hearing conducted on September 29, 2020.

A copy of this Notice, the certification of the digital video record, and hearing log have been served upon all persons listed at the end of this Notice. Parties desiring to view the digital video recording of the hearing may do so at <https://youtu.be/hPwhIcjlRE>.

Parties wishing an annotated digital video recording may submit a written request by electronic mail to pscfilings@ky.gov. A minimal fee will be assessed for a copy of this recording.

Done at Frankfort, Kentucky, this 6th day of October 2020.



Kent A. Chandler
Acting Executive Director
Public Service Commission of Kentucky

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

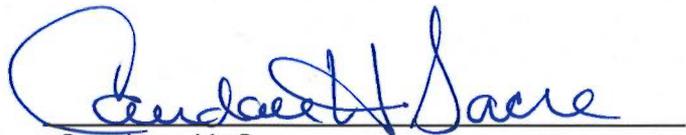
BRANDON AND TABITHA SWAFFORD V.)	CASE NO.
NORTH MANCHESTER WATER)	2019-00457
ASSOCIATION, INC.)	

CERTIFICATION

I, Candace H. Sacre, hereby certify that:

1. The attached DVD contains a digital recording of the Formal Hearing conducted in the above-styled proceeding on September 29, 2020. The Formal Hearing Log is included with the recording on September 29, 2020;
2. I am responsible for the preparation of the digital recording;
3. The digital recording accurately and correctly depicts the Formal Hearing of September 29, 2020; and
4. The Formal Hearing Log attached to this Certificate accurately and correctly states the events that occurred at the Formal Hearing of September 29, 2020, and the time at which each occurred.

Signed this 5th day of October, 2020.



Candace H. Sacre
Administrative Specialist III



Stephanie Schweighardt
Notary Public State at Large ID#: 614400
Commission Expires: January 14, 2023



Session Report - Detail

2019-00457 29Sept2020

Brandon and Tabitha Swafford v. North Manchester Water Association, Inc. (North Manchester)

Date:	Type:	Location:	Department:
9/29/2020	Public Hearing\Public Comments	Hearing Room 1	Hearing Room 1 (HR 1)

Witness: Carl David Crawford; Steve Davis; Carl Hoskins; Michael K. Maggard; Henry Smith; Brandon Swafford; Ted Woods

Judge: Kent Chandler; Talina Mathews; Michael Schmitt

Clerk: Candace Sacre

Event Time	Log Event	
9:01:59 AM	Session Started	
9:02:04 AM	Chairman Schmitt Note: Sacre, Candace	Identification of agency and introduction of Commissioners.
9:02:28 AM	Chairman Schmitt Note: Sacre, Candace	We are here today for the purpose of conducting a hearing in Case No. 2019-00457, a Complaint filed by Brandon and Tabitha Swafford versus North Manchester Water Association.
9:02:48 AM	Chairman Schmitt Note: Sacre, Candace	Hearing transcribed, video official transcript, hearing streamed live over internet.
9:03:10 AM	Chairman Schmitt Note: Sacre, Candace	Request for identification of counsel for North Manchester and introduction of client and those witnesses.
9:03:28 AM	Atty Shepherd North Manchester Note: Sacre, Candace	Raleigh Shepherd, counsel for North Manchester Water, have president, Steve Davis; engineer, Michael Maggard; board members Bill Hurd, Bobby Wolfe, Ted Woods, Carl Hoskins, Henry Smith, and Carl David Crawford.
9:03:40 AM	Chairman Schmitt Note: Sacre, Candace	Mr. and Mrs. Swafford pro se, request for identification.
9:03:54 AM	Complainant B. Swafford Pro Se Note: Sacre, Candace	Brandon Swafford and Tabitha Swafford.
9:04:01 AM	Chairman Schmitt Note: Sacre, Candace	And for Staff?
9:04:03 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Nancy Vinsel, Commission Staff.
9:04:08 AM	Chairman Schmitt Note: Sacre, Candace	Before begin proceedings, history for basis of Complaint, present status. (Click on link for further comments.)
9:08:02 AM	Camera Lock Comm Center Activated	
9:11:09 AM	Chairman Schmitt Note: Sacre, Candace	At this point, taking of evidence. Complainants given opportunity to speak first, because pro se Ms. Vinsel will assist in asking questions, then Mr. Shepherd cross examination, then Commissioners.
9:11:13 AM	Camera Lock Deactivated	
9:11:50 AM	Chairman Schmitt Note: Sacre, Candace	Are we ready to move forward?
9:11:52 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Yes, Your Honor.

9:11:53 AM	Chairman Schmitt Note: Sacre, Candace	I'll let you call Mr. Swafford or Mr. Swafford, whichever you prefer.
9:11:59 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	I call Brandon Swafford to the stand.
9:12:12 AM	Chairman Schmitt Note: Sacre, Candace	COVID-19 cleaning protocols.
9:12:26 AM	Chairman Schmitt Note: Sacre, Candace	Witness is sworn.
9:12:37 AM	Chairman Schmitt Note: Sacre, Candace	Ms. Vinsel, you may ask.
9:12:39 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Thank you.
9:12:40 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Direct Examination. Mr. Swafford, good morning. Number of water accounts with North Manchester?
9:13:01 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	One to mobile home?
9:13:06 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Second one to new residence?
9:13:09 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Both accounts in your name?
9:13:12 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Also Tabitha Swafford?
9:13:21 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Account mobile home opened 2012?
9:13:28 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Account new residence opened July 2019?
9:13:36 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Move into new residence?
9:13:46 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	First experiencing issues water pressure at mobile home?
9:14:13 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Problem happened after water main break?
9:15:02 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Informal Complaint October 2019 referenced plumber conducted test of pressure?
9:15:14 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Prior to plumber, anyone else check pressure?
9:15:36 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	After Chairman's summation, anything add to history?
9:16:44 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Pump to new residence?
9:16:48 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	To get 30 psi water pressure new residence?
9:17:01 AM	Asst Gen Counsel Vinsel PSC - witness B. Swafford Note: Sacre, Candace	Status of project today?
9:17:17 AM	Atty Shepherd North Manchester Note: Sacre, Candace	I'm going to object,
9:17:22 AM	Chairman Schmitt Note: Sacre, Candace	Will allow; other complaints/issues not related to this Complaint, request for records North Manchester; checked internally, no records at PSC.
9:17:49 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Examination. Who else is it?

9:19:06 AM Atty Shepherd North Manchester
Note: Sacre, Candace Just note my objection, Commissioner.

9:19:08 AM Chairman Schmitt
Note: Sacre, Candace I understand.

9:19:21 AM Asst Gen Counsel Vinsel PSC - witness B. Swafford
Note: Sacre, Candace Direct Examination (cont'd). North Manchester Response to Order September 11, steps necessary to complete project, first filing. Received info in January, impact on how pursued case?

9:20:28 AM Asst Gen Counsel Vinsel PSC - witness B. Swafford
Note: Sacre, Candace Recommend North Manchester change response to customer complaints?

9:20:45 AM Asst Gen Counsel Vinsel PSC - witness B. Swafford
Note: Sacre, Candace More about that?

9:21:06 AM Atty Shepherd North Manchester
Note: Sacre, Candace Again, I'm going to object to the hearsay.

9:21:10 AM Chairman Schmitt
Note: Sacre, Candace It is hearsay, but we're here, for what it's worth, in the administrative proceeding, and I'll explain something whenever Mr. Swafford is finished.

9:21:20 AM Asst Gen Counsel Vinsel PSC - witness B. Swafford
Note: Sacre, Candace Raised issue July 1st Motion, North Manchester responded will correct behavior?

9:21:40 AM Asst Gen Counsel Vinsel PSC - witness B. Swafford
Note: Sacre, Candace Anything else Commission should know?

9:21:47 AM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace I have no further questions.

9:21:49 AM Chairman Schmitt
Note: Sacre, Candace Mr. Shepherd, questions?

9:21:51 AM Atty Shepherd North Manchester
Note: Sacre, Candace Yes, Commissioner.

9:21:53 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace Cross Examination. When move into mobile home?

9:22:04 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace Water pressure good mobile home?

9:22:09 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace Problem occur once built new home, started happening?

9:22:15 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace When start happening?

9:22:34 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace Complain at that point?

9:22:38 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace Who complain to?

9:22:44 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace Recall who talked to North Manchester?

9:23:01 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace Jerry Rice?

9:23:06 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace Low pressure mobile home 2017-2018, then decided build house?

9:23:15 AM Atty Shepherd North Manchester - witness B. Stafford
Note: Sacre, Candace Built it around 2019?

9:23:21 AM Session Paused

9:23:29 AM Session Resumed

9:23:30 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace Location house to meter?

9:23:45 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace Prior building house, contact North Manchester ask water pressure okay, attend board meetings, anything?

9:24:10 AM Atty Shepherd North Manchester - witness B. Swafford
Note: Sacre, Candace Before built house, contact North Manchester issues with water pressure?

9:24:32 AM Atty Shepherd North Mancheser - witness B. Swafford
Note: Sacre, Candace North Manchester did pay \$500 towards pump installed?

9:24:44 AM Atty Shepherd North Manchester
Note: Sacre, Candace That's all, Your Honor.

9:24:47 AM Chairman Schmitt
Note: Sacre, Candace Vice Chairman Chandler, any questions?

9:24:54 AM Vice Chandler Chandler
Note: Sacre, Candace Just a couple, Chairman.

9:25:07 AM Vice Chandler Chandler - witness B. Swafford
Note: Sacre, Candace Examination. Where was break in 2017-18?

9:25:39 AM Vice Chandler Chandler - witness B. Swafford
Note: Sacre, Candace What road break was?

9:25:54 AM Vice Chandler Chandler - witness B. Swafford
Note: Sacre, Candace Where meter located in relation to road, where home is?

9:26:24 AM Vice Chandler Chandler - witness B. Swafford
Note: Sacre, Candace 300 feet back from meter, 20 feet up?

9:26:40 AM Vice Chandler Chandler - witness B. Swafford
Note: Sacre, Candace Conversation with North Manchester when meter set; utility express concern, tested?

9:27:15 AM Vice Chandler Chandler - witness B. Swafford
Note: Sacre, Candace First complaints to utility?

9:27:26 AM Vice Chandler Chandler - witness B. Swafford
Note: Sacre, Candace February 2018 or 2019?

9:27:31 AM Vice Chairman Chandler - witness B. Swafford
Note: Sacre, Candace To North Manchester?

9:27:38 AM Vice Chairman Chandler - witness B. Swafford
Note: Sacre, Candace Early 2018?

9:27:45 AM Vice Chandler Chandler - witness B. Swafford
Note: Sacre, Candace Phone or writing?

9:28:35 AM Vice Chandler Chandler - witness B. Swafford
Note: Sacre, Candace First time informed right to file complaint with PSC?

9:28:48 AM Vice Chandler Chandler - witness B. Swafford
Note: Sacre, Candace Ever inform you of right to file, or just call PSC yourself?

9:28:58 AM Vice Chandler Chandler
Note: Sacre, Candace That's all the questions I have, Chairman.

9:29:02 AM Chairman Schmitt
Note: Sacre, Candace Commissioner Mathews?

9:29:22 AM Commissioner Mathews - witness B. Swafford
Note: Sacre, Candace Examination. At trailer, where meter?

9:29:39 AM Commissioner Mathews - witness B. Swafford
Note: Sacre, Candace Same elevation. Distance from meter to trailer?

9:29:51 AM Commissioner Mathews - witness B. Swafford
Note: Sacre, Candace Little less than yours?

9:29:59 AM Commissioner Mathews
Note: Sacre, Candace That's all I had. I was just trying to get a sense of where everything was located.

9:30:09 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Examination. Time period mother-in-law not sufficient water pressure?
9:30:46 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	2018?
9:30:50 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Living in mobile home at that time?
9:31:22 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Pressure high then?
9:31:57 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Meter your name, her name?
9:32:01 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	How far new home to trailer?
9:32:12 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	2019 through now, 2020, enough water flush toilets?
9:32:29 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	How get sufficient water flush commode?
9:32:35 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Shower, had sufficient water take shower?
9:32:42 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	How get bath?
9:32:52 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Any other normal use unable to have?
9:33:21 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	North Manchester monthly reports on progress, get copies of those?
9:33:49 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	When construction start to get water to mother-in-law's place?
9:34:06 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Construction completed?
9:34:13 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Mother-in-law now have sufficient water?
9:34:19 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	When pressure improve, increase; today, yesterday?
9:34:26 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Yesterday, day before hearing?
9:34:34 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Other people, friends, relatives also low pressure?
9:34:47 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	In neighborhood, somewhere else in county?
9:34:53 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	How far?
9:35:18 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Father's/mother's names?
9:35:26 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	And uncle?
9:35:29 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Any other people in vicinity water pressure issues?
9:35:38 AM	Chairman Schmitt - witness B. Swafford Note: Sacre, Candace	Uncle's mother-in-law?
9:35:51 AM	Chairman Schmitt Note: Sacre, Candace	I have nothing further. Anything?
9:35:56 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	I have nothing further.

9:35:58 AM	Chairman Schmitt Note: Sacre, Candace	Mr. Shepherd, anything else?
9:35:59 AM	Atty Shepherd North Manchester Note: Sacre, Candace	I just have one follow up, Commissioner.
9:36:05 AM	Atty Shepherd North Manchester - witness B. Swafford Note: Sacre, Candace	Cross Examination. Mobile home, double-wide same meter?
9:36:15 AM	Atty Shepherd North Manchester - witness B. Swafford Note: Sacre, Candace	When stop, new meter?
9:36:20 AM	Atty Shepherd North Manchester - witness B. Swafford Note: Sacre, Candace	2019?
9:36:26 AM	Atty Shepherd North Manchester Note: Sacre, Candace	That's all.
9:36:26 AM	Chairman Schmitt Note: Sacre, Candace	Anything else?
9:36:27 AM	Chairman Schmitt Note: Sacre, Candace	Vice Chairman Chandler, anything, or Commissioner Mathews?
9:36:36 AM	Vice Chairman Chandler Note: Sacre, Candace	Just two questions on yours.
9:36:39 AM	Vice Chairman Chandler - witness B. Swafford Note: Sacre, Candace	Firsthand knowledge lack of pressure, addresses mentioned, uncle's, parent's house?
9:37:02 AM	Vice Chairman Chandler - witness B. Swafford Note: Sacre, Candace	Seen firsthand lack of pressure?
9:37:06 AM	Vice Chairman Chandler Note: Sacre, Candace	That's all I have, Chairman.
9:37:08 AM	Chairman Schmitt Note: Sacre, Candace	May this witness be excused or step down?
9:37:10 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Be excused and step down.
9:37:13 AM	Chairman Schmitt Note: Sacre, Candace	You may have later questions.
9:37:15 AM	Atty Shepherd North Manchester Note: Sacre, Candace	Yes, Your Honor.
9:37:16 AM	Chairman Schmitt Note: Sacre, Candace	You may step down. (Click on link for further procedural discussions.)
9:37:29 AM	Chairman Schmitt Note: Sacre, Candace	Okay, that'd be fine. Before you - I want to address Mr. Shepherd. You are correct that was outside the scope strictly of this proceeding, but North Manchester is a regulated utility, and one of the things why we wanted the people here was, if you've got a problem or you've got a money problem or some other issues with personnel, we'd like to know about it because we might be able to help at some point or you might think our help is more of a hindrance. I don't know, but that's the reason for the questioning, okay?
9:38:03 AM	Atty Shepherd North Manchester Note: Sacre, Candace	I understand, Commissioner.
9:38:04 AM	Chairman Schmitt Note: Sacre, Candace	We'll probably ask some of your people questions about the time periods and whether there was appropriate sufficient funds available for what the issues were, okay?
9:38:15 AM	Atty Shepherd North Manchester Note: Sacre, Candace	Yes, sir.

9:38:15 AM Chairman Schmitt
Note: Sacre, Candace And that's the reason why your objection was overruled because, otherwise, it was well taken.

9:38:20 AM Atty Shepherd North Manchester
Note: Sacre, Candace Thank you.

9:39:37 AM Camera Lock Comm Center Activated

9:39:42 AM Chairman Schmitt
Note: Sacre, Candace All right, Ms. Swafford, do you want to testify?

9:39:46 AM Camera Lock Comm Wide Activated

9:39:48 AM Complainant T. Swafford Pro Se
Note: Sacre, Candace I think he probably covered everything, Your Honor.

9:39:50 AM Chairman Schmitt
Note: Sacre, Candace Okay, all right, thank you. I just wondered if you were just itching to get up here and tell your story.

9:39:50 AM Camera Lock Deactivated

9:39:55 AM Chairman Schmitt
Note: Sacre, Candace Ms. Vinsel, how do you intend to proceed from this point?

9:40:02 AM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace We would like to call Steve Davis.

9:40:14 AM Chairman Schmitt
Note: Sacre, Candace Witness is sworn.

9:40:22 AM Chairman Schmitt
Note: Sacre, Candace Ms. Vinsel?

9:40:24 AM Asst Gen Counsel Vinsel PSC
Note: Sacre, Candace Thank you, Chairman.

9:40:26 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Cross Examination. President of North Manchester board?

9:40:45 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Three years, and serve other roles on board before president?

9:40:55 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Roughly 2017 joined board?

9:41:03 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace As president, oversight over install booster station, pipeline?

9:42:00 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Jerry Rice, field manager?

9:42:13 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Have field manager now?

9:42:22 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Looking to hire?

9:42:31 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Will touch on that briefly.

9:42:40 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Secretary, Rose Lewis?

9:42:46 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace What Ms. Lewis does?

9:43:15 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Complaint called in, get Ms. Lewis?

9:43:33 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Since 2018, two secretaries in office?

9:43:47 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Ms. Lewis office manager?

9:43:56 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Other secretary report to Ms. Lewis?

9:44:01 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Calls in complaint, what would happen?

9:44:46 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Any follow-up tracking complaint?

9:45:30 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Swafford relatives came to board meeting?

9:46:07 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Recall when was?

9:46:16 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace In relation water pressure mobile home?

9:46:24 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Board minutes reflect?

9:46:36 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Ask for post-hearing data request for attorney, after hearing Staff send documents request.

9:46:59 AM POST-HEARING DATA REQUEST
Note: Sacre, Candace ASST GEN COUNSEL VINSEL PSC - WITNESS DAVIS
Note: Sacre, Candace BOARD MINUTES WHICH REFLECT ATTENDANCE BY SWAFFORD FAMILY MEMBERS

9:47:06 AM Chairman Schmitt
Note: Sacre, Candace Mr. Shepherd, when it's over, when all the testimony is over, we'll talk about, I guess, Ms. Vinsel would send something akin to an interrogatory or request for documents, and then, before we do that, we'd ask how much time once you know about how much time you'd need, and, of course, if you need more, all you have to do is file a motion or something.

9:47:28 AM Atty Shepherd North Manchester
Note: Sacre, Candace Yes, Commissioner.

9:47:30 AM Chairman Schmitt
Note: Sacre, Candace But, if you don't get it in writing, you don't have to worry about it.

9:47:33 AM Atty Shepherd North Manchester
Note: Sacre, Candace Okay, I've received those.

9:47:50 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Status of booster station, pipeline installation?

9:48:08 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Pressure test?

9:48:27 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Will ask Maggard, engineer. When first made aware Swafford low pressure at mobile home?

9:49:29 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Written records?

9:49:39 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Post-hearing data request, complaints since 2018.

9:49:56 AM POST-HEARING DATA REQUEST
Note: Sacre, Candace ASST GEN COUNSEL VINSEL PSC - WITNESS DAVIS
Note: Sacre, Candace COMPLAINTS RECEIVED BY NORTH MANCHESTER SINCE 2018

9:50:37 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace When Jerry Rice became field manager?

9:51:09 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Oversight of project, how informed of status?

9:52:12 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Follow up with Maggard, but delays getting pump?

9:52:40 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace When pump, pipe at facility?

9:53:01 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Warehouse records. When informed about project with Maggard, by telephone or in person?

9:53:49 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Maggard came to board meetings give updates?

9:54:02 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Also text, phone calls?

9:54:09 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace How often updates with him?

9:54:36 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Twice a week, since January, twice a week conversations?

9:55:08 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace North Manchester conduct annual pressure survey?

9:55:59 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Since been president?

9:56:09 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Since 2017, North Manchester annual pressure surveys entire distribution system?

9:56:43 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Will have that in post-hearing data request.

9:56:44 AM POST-HEARING DATA REQUEST
Note: Sacre, Candace ASST GEN COUNSEL VINSEL PSC - WITNESS DAVIS
Note: Sacre, Candace ANNUAL PRESSURE SURVEYS OF DISTRIBUTION SYSTEM SINCE 2017

9:56:49 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Mentioned surveys at Swaffords, Jan 2020, Maggard/Baker conducted water pressure measurement, result water pressure 20 psi?

9:57:23 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Response to that?

9:58:38 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Back to financials, North Manchester keep records water breaks?

9:59:04 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Will ask for copies records water breaks beginning Dec 2017.

9:59:13 AM POST-HEARING DATA REQUEST
Note: Sacre, Candace ASST GEN COUNSEL VINSEL PSC - WITNESS DAVIS
Note: Sacre, Candace WATER BREAK REPORTS SINCE DECEMBER 2017

9:59:17 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Recall when first aware Swafford issue with pressure?

10:01:22 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Main break over here, shut off system or repair?

10:02:28 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Chairman more information on financials, hold off questions now. Aware other customers complained low pressure, formally informally?

10:03:08 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Someone said pressure low, registered as service request?

10:03:55 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace How long work orders kept on record?

10:04:33 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace When Ms. Lewis start?

10:05:02 AM Asst Gen Counsel Vinsel PSC - witness Davis
Note: Sacre, Candace Not heard any customers low pressure anywhere in system?

10:05:56 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	Board meeting, report work orders previous month?
10:06:06 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	Read them every month?
10:06:12 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	Read service work orders, anyone refer low pressure?
10:07:08 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	Going back year, don't recall work orders low pressure?
10:08:03 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	Install other project address low pressure?
10:08:50 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	Read monthly reports filed this case?
10:09:08 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	Not aware North Manchester reported project begun when not begun?
10:09:46 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	I don't have any further questions at this time.
10:09:49 AM	Chairman Schmitt Note: Sacre, Candace	Mr. Shepherd, before I ask you if you have any direct, I guess Mr. and Mrs. Swafford are parties pro se, so do either of you have any questions to ask Mr. Davis?
10:10:03 AM	Complainant T. Swafford ProSe Note: Sacre, Candace	No, Commissioner, but thank you.
10:10:08 AM	Chairman Schmitt Note: Sacre, Candace	Mr. Shepherd, you may ask, if you have anything.
10:10:10 AM	Atty Shepherd North Manchester Note: Sacre, Candace	Thank you, Commissioner.
10:10:12 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	Direct Examination. Swaffords come to board meeting?
10:10:21 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	Never saw them at board meeting?
10:10:25 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	Contact with them prior to building new house?
10:10:36 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	Anyone North Manchester speak with them about issue?
10:10:44 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	Before built home, anyone speak with them issue with pressure?
10:11:01 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	Testimony earlier maybe mother-in-law came to board meeting?
10:11:17 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	Mother-in-law customer?
10:11:33 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	Once complaint filed, what North Manchester do to remedy low pressure?
10:12:13 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	North Manchester do that?
10:12:17 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	No leak, no break, what do?
10:13:12 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	Mobile home, new house above elevation of pumps?
10:13:38 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	Determinatoin of issue with elevation home or tanks, next step?
10:14:16 AM	Atty Shepherd North Manchester - witness Davis Note: Sacre, Candace	After that, still complaints?

10:14:21 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Next step, what next to get fixed?

10:14:35 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Consult with engineer?

10:14:39 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Engineer come up with plan?

10:14:47 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace His suggestion?

10:15:24 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Engineer give estimate of cost?

10:15:31 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace A lot of money to North Manchester?

10:15:40 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Part of delay getting project finished?

10:15:49 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Other problems, what else occurred?

10:16:30 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Contractor delays?

10:16:38 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace North Manchester acquire easements?

10:16:59 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Not type project North Manchester can do?

10:17:15 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Something bid out?

10:17:25 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Today, project complete?

10:17:30 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Pressure check after project complete?

10:17:41 AM Atty Shepherd North Manchester - witness Davis
Note: Sacre, Candace Mike know answer?

10:17:46 AM Atty Shepherd North Manchester
Note: Sacre, Candace Mr. Chairman, that's all the questions I have.

10:17:49 AM Chairman Schmitt
Note: Sacre, Candace I think Vice Chairman Chandler had to step away. We understood he might have another commitment, but he will watch the remainder of the video to the extent that he may not be able to get back in here before it's over.

10:18:04 AM Chairman Schmitt
Note: Sacre, Candace Commissioner Mathews, do you have questions?

10:18:09 AM Commissioner Mathews
Note: Sacre, Candace Can you hear me?

10:18:11 AM Chairman Schmitt
Note: Sacre, Candace Yes.

10:18:14 AM Commissioner Mathews - witness Davis
Note: Sacre, Candace Examination. Whole new administration?

10:18:19 AM Commissioner Mathews - witness Davis
Note: Sacre, Candace Maggard engineer prior to you president?

10:18:38 AM Commissioner Mathews
Note: Sacre, Candace Thank you, that was all I had.

10:18:41 AM Chairman Schmitt - witness Davis
Note: Sacre, Candace Examination. In here last year, districts identified having financial problems?

10:19:04 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Previous manager/president, people embezzled money, money missing?
10:19:28 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Indictments returned against one or more?
10:19:34 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Charges pending or resolved?
10:19:39 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	North Manchester, rate increase not completed financial records gone, no way to compute expenses?
10:20:00 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	North Manchester, outstanding debt?
10:20:15 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	In last year, have financial records of one year?
10:20:30 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Who has records?
10:20:34 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Ted Woods?
10:20:36 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Mr. Wood's address?
10:20:43 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	In Manchester?
10:20:45 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Not in community outside Clay County?
10:20:52 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	North Manchester, outstanding debt?
10:21:18 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Debt service, behind on payments quarter of a million dollars?
10:21:29 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Why delays, follow up with other case.
10:22:00 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Wonder why?
10:22:59 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Shortcomings of Kentucky law, water districts audits, no invoices. Large debt to vendors?
10:24:10 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Audit performed?
10:24:44 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Who doing audit?
10:24:46 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	In Manchester?
10:24:52 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Out of Lexington?
10:24:57 AM	Chairman Schmitt Note: Sacre, Candace	Ms. Vinsel, we'd appreciate it if you'd ask - get the information about the present auditor.
10:24:59 AM	POST-HEARING DATA REQUEST Note: Sacre, Candace Note: Sacre, Candace	CHAIRMAN SCHMITT - WITNESS DAVIS CONTACT INFORMATION FOR TED WOODS, AUDITOR
10:25:03 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Filed last audit with PSC? Need to get copy.
10:25:18 AM	POST-HEARING DATA REQUEST Note: Sacre, Candace Note: Sacre, Candace	CHAIRMAN SCHMITT - WITNESS DAVIS COPIES OF PAST AUDITS COMPLETED

10:25:22 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Need help financially?
10:25:34 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	PSC order to file records, filing for rate increase, problem doing that?
10:25:55 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Members of KRWA?
10:26:03 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Encourage contact with KRWA for help.
10:26:36 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Longest serving employee, 18 months?
10:26:59 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Who was that?
10:27:02 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Individual checked water pressure with Maggard?
10:27:12 AM	Camera Lock PTZ Activated	
10:27:15 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Jerry Rice, no longer there, his job?
10:27:22 AM	Camera Lock Deactivated	
10:27:24 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	When leave?
10:27:30 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Last year?
10:27:38 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Who running day-to-day field operations?
10:28:24 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	How many field employees?
10:28:34 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Office employees?
10:28:37 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Five employees?
10:28:50 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	1999-2005, what did you do?
10:29:00 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Water board members, payment, all volunteer?
10:29:17 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Negotiate with City of Manchester for management?
10:29:50 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Turn over system, board still meets, all field operations municipal runs it, talked about?
10:30:55 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Level of distrust?
10:31:04 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Heard that before, similar things in past cases.
10:31:18 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Swafford situation, purchase/acquire right of way new line/dual pump station?
10:31:45 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Other than Swaffords?
10:31:56 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Monthly meetings, attorney meet?
10:32:06 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Accountant meet?

10:32:11 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Financial records, accountant's office or on site?
10:32:15 AM	Chairman Schmitt - witness Davis Note: Sacre, Candace	Accountant, board member?
10:32:41 AM	Chairman Schmitt Note: Sacre, Candace	I don't think I have any further questions. Ms. Vinsel, do you have anything?
10:32:47 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Just very briefly.
10:32:49 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	Recross Examination. Project delays, appears North Manchester aware formal complaint January 2, addressed January 6 board meeting, 2020?
10:33:35 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	Maggard present proposed project January 6 board meeting?
10:33:57 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	Type of delays, time period?
10:35:06 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	From whom easement?
10:35:28 AM	Asst Gen Counsel Vinsel PSC - witness Davis Note: Sacre, Candace	Why delays not communicated to PSC or Swaffords?
10:35:44 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	No further questions.
10:35:46 AM	Chairman Schmitt Note: Sacre, Candace	Mr. and Mrs. Swafford, you get a second chance to bite at the apple here.
10:35:56 AM	Complainant B. Swafford Pro Se Note: Sacre, Candace	No.
10:35:58 AM	Chairman Schmitt Note: Sacre, Candace	Ms. Swafford, anything?
10:35:59 AM	Complainant T. Swafford Pro Se Note: Sacre, Candace	No, thank you.
10:36:00 AM	Chairman Schmitt Note: Sacre, Candace	Mr. Shepherd, do you have anything?
10:36:02 AM	Atty Shepherd North Manchester Note: Sacre, Candace	I don't think I have any follow-up, Commissioner.
10:36:04 AM	Chairman Schmitt Note: Sacre, Candace	Commissioner Mathews?
10:36:08 AM	Commissioner Mathews Note: Sacre, Candace	I don't have any.
10:36:10 AM	Chairman Schmitt Note: Sacre, Candace	I don't have anything either. May Mr. Davis step down? May he be excused?
10:36:15 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Yes.
10:36:16 AM	Chairman Schmitt Note: Sacre, Candace	You may step down, Mr. Davis. Thank you.
10:36:17 AM	Chairman Schmitt Note: Sacre, Candace	Why don't we take a ten-minute break while someone comes in and sanitizes the booth, and then I guess, Mr. Maggard, will he be your next witness?
10:36:30 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Yes.

10:36:31 AM	Chairman Schmitt Note: Sacre, Candace	We'll be in recess until 15 minutes before 11 o'clock.
10:36:36 AM	Session Paused	
10:47:05 AM	Session Resumed	
10:47:08 AM	Chairman Schmitt Note: Sacre, Candace	We're now back on the record, Ms. Vinsel, I think you had wanted to call Mr. Maggard? Mr. Maggard, would you please step into the witness spot?
10:47:18 AM	Chairman Schmitt Note: Sacre, Candace	Witness is sworn.
10:47:28 AM	Chairman Schmitt Note: Sacre, Candace	Ms. Vinsel, you may ask.
10:47:30 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Thank you.
10:47:32 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	Cross Examination. Project original expected time line, project delays? Early January, drew up project?
10:51:47 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	And thank you for that.
10:53:09 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	Clarify, not an employee of North Manchester?
10:53:26 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	Delays carrying project forward?
10:53:34 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	From anything?
10:54:48 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	Not responsible for filing reports, misalignment happening on ground, delays and communications with PSC filings and Swaffords, agree?
10:55:32 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	Pump, 16-week period, typical time frame, delays with COVID?
10:56:42 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	Recall first aware pressure issue mobile home?
10:56:57 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	January 2020?
10:57:11 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	Not these family members?
10:57:27 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Board meeting, Geneva tell board pressure so low unable to shower?
10:57:58 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	Aware other complaints low pressure in service territory?
10:58:19 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	At 20?
10:58:57 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	Documentation identify other two meters?
10:59:06 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	Kind of documentation?
10:59:27 AM	Asst Gen Counsel Vinsel PSC - witness Maggard Note: Sacre, Candace	Post-hearing data request, copy of documentation, pressure gauge check.
10:59:30 AM	POST-HEARING DATA REQUEST Note: Sacre, Candace	ASST GEN COUNSEL VINSEL PSC - WITNESS MAGGARD

	Note: Sacre, Candace	DOCUMENTATION/IDENTIFICATION OF OTHER LOW PRESSURE METERS
10:59:44 AM	Asst Gen Counsel Vinsel PSC - witness Maggard	
	Note: Sacre, Candace	Relay to board two other low pressure meters?
11:00:19 AM	Asst Gen Counsel Vinsel PSC	
	Note: Sacre, Candace	I have no further questions.
11:00:22 AM	Chairman Schmitt	
	Note: Sacre, Candace	Mr. and Mrs. Swafford, any questions for Mr. Maggard?
11:00:26 AM	Complainant B. Swafford Pro Se	
	Note: Sacre, Candace	Yeah, I have a question.
11:00:30 AM	Complainant B. Swafford Pro Se - witness Maggard	
	Note: Sacre, Candace	Cross Examination. Other houses didn't have pressure?
11:00:37 AM	Complainant B. Swafford Pro Se - witness Maggard	
	Note: Sacre, Candace	Line connected to pump, same line hooked into?
11:01:30 AM	Complainant B. Swafford Pro Se - witness Maggard	
	Note: Sacre, Candace	Why not put pump in below house?
11:02:26 AM	Complainant B. Swafford Pro Se - witness Maggard	
	Note: Sacre, Candace	Would have to buy a bigger pump?
11:02:40 AM	Complainant B. Swafford Pro Se - witness Maggard	
	Note: Sacre, Candace	Coming from Briar Creek, eight-inch line?
11:02:49 AM	Complainant B. Swafford Pro Se	
	Note: Sacre, Candace	That's all I have.
11:02:51 AM	Chairman Schmitt	
	Note: Sacre, Candace	Mr. Shepherd?
11:02:52 AM	Atty Shepherd North Manchester	
	Note: Sacre, Candace	Just a few questions.
11:02:55 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Direct Examination. Project scheduled to begin?
11:03:18 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	In filing, date of June 1, 2020, recall filing?
11:03:28 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Attached letter, receive bids on June 1, 2020?
11:03:35 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Project ever scheduled to begin June 1, 2020?
11:03:45 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Receive estimate of how long project to be completed?
11:03:56 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Estimate of cost?
11:04:34 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Primary delay?
11:05:15 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Type project North Manchester do on own?
11:05:34 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Project complete?
11:05:37 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	One hundred percent complete?
11:05:41 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Pressure test after complete?
11:05:49 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Above state minimum?
11:05:54 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Problems with Swafford pressure issue going forward?
11:06:01 AM	Atty Shepherd North Manchester - witness Maggard	
	Note: Sacre, Candace	Resolved issue?

11:06:10 AM	Atty Shepherd North Manchester Note: Sacre, Candace	I believe that's all the questions I have, Mr. Chairman.
11:06:12 AM	Chairman Schmitt Note: Sacre, Candace	Commissioner Mathews, questions?
11:06:15 AM	Commissioner Mathews Note: Sacre, Candace	I don't have any.
11:06:21 AM	Chairman Schmitt - witness Maggard Note: Sacre, Candace	Examination. Easement from Alvin Wolfe?
11:06:27 AM	Chairman Schmitt - witness Maggard Note: Sacre, Candace	Payment made to Wolfe?
11:06:31 AM	Chairman Schmitt - witness Maggard Note: Sacre, Candace	Wolfe receive benefit at all?
11:06:39 AM	Chairman Schmitt - witness Maggard Note: Sacre, Candace	Wolfe's pressure low, now above 30?
11:07:02 AM	Chairman Schmitt - witness Maggard Note: Sacre, Candace	Equipment North Manchester have, operational?
11:07:30 AM	Chairman Schmitt - witness Maggard Note: Sacre, Candace	Pickup trucks, trailer to haul backhoe, backhoe?
11:07:47 AM	Chairman Schmitt Note: Sacre, Candace	I don't think I have any other questions. Ms. Vinsel?
11:07:51 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	I have no further questions.
11:07:53 AM	Chairman Schmitt Note: Sacre, Candace	Mr. and Mrs. Swafford?
11:07:54 AM	Complainant T. Swafford Pro Se Note: Sacre, Candace	No.
11:07:54 AM	Complainant B. Swafford Pro Se Note: Sacre, Candace	No, Mr. Chairman.
11:07:55 AM	Chairman Schmitt Note: Sacre, Candace	Mr. Shepherd?
11:07:56 AM	Chairman Schmitt Note: Sacre, Candace	May this witness be excused?
11:07:56 AM	Atty Shepherd North Manchester Note: Sacre, Candace	No, Your Honor.
11:07:58 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Yes, he may.
11:07:59 AM	Chairman Schmitt Note: Sacre, Candace	Thank you, Mr. Maggard. You may step down.
11:08:02 AM	Chairman Schmitt Note: Sacre, Candace	I guess we need to see if we can get someone in to clean. (Click on link for further comments.)
11:08:28 AM	Camera Lock PTZ Activated	
11:08:46 AM	Chairman Schmitt Note: Sacre, Candace	Ms. Vinsel, would you like to call anyone else?
11:08:51 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Yes, I would like to call Ted Woods.
11:09:05 AM	Camera Lock Deactivated	
11:09:06 AM	Chairman Schmitt Note: Sacre, Candace	Witness is sworn.
11:09:14 AM	Camera Lock Witness Activated	
11:09:16 AM	Chairman Schmitt Note: Sacre, Candace	Ms. Vinsel?
11:09:19 AM	Camera Lock Deactivated	

11:09:20 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Cross Examination. Role with North Manchester?

11:09:35 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Board member how long?

11:09:55 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Part of new regimen?

11:10:03 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace How long an accountant?

11:10:14 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace How long North Manchester accountant?

11:10:25 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Work for North Manchester before 2018?

11:10:44 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace When Geneva came to board meeting, discuss pressure?

11:10:57 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace January 2020?

11:11:08 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace North Manchester conducting audit right now?

11:11:23 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Name of auditor?

11:11:27 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Sammy Lee?

11:11:33 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Status of audit?

11:11:44 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace No estimated completion date?

11:11:49 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Asked Staff, have no audit reports.

11:12:20 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace 2017 audit?

11:12:23 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Other audits, going back?

11:12:28 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace 2017 audit, first aware?

11:12:35 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Staff contact information to attorney, to help with audit filing.

11:12:55 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Any other complaints low pressure?

11:13:04 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Whether formal, informal?

11:13:09 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Out in community, no one comes to you?

11:13:30 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace If general manager day-to-day operations, issues handled differently?

11:14:38 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace When exactly?

11:14:48 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Someone from Division of Water?

11:14:59 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace DOW told Jerry, lower water in tank?

11:15:18 AM Asst Gen Counsel Vinsel PSC - witness Woods
Note: Sacre, Candace Water in tanks lower than in 2018?

11:16:01 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	I have no further questions.
11:16:04 AM	Chairman Schmitt Note: Sacre, Candace	Mr. and Mrs. Swafford, any questions for Mr. Woods?
11:16:07 AM	Complainant T. Swafford Pro Se Note: Sacre, Candace	No, Your Honor.
11:16:08 AM	Chairman Schmitt Note: Sacre, Candace	Mr. Shepherd?
11:16:10 AM	Atty Shepherd North Manchester Note: Sacre, Candace	Your Honor, I don't think I have any questions of him.
11:16:13 AM	Chairman Schmitt Note: Sacre, Candace	Commissioner Mathews?
11:16:15 AM	Commissioner Mathews Note: Sacre, Candace	I don't have any questions.
11:16:17 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Examination. Why DOW asked Rice to lower water level, over-pressurization?
11:16:41 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Water circulation issues?
11:16:50 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Financial status of North Manchester? Describe financial health.
11:17:17 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	\$250 in bank?
11:17:20 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	To operate on?
11:18:01 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Financial records, at least a year?
11:18:28 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	2017 complete or sufficient records for auditor provide opinion?
11:18:49 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Do not have 2018?
11:18:55 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	2018 records, sufficient information auditor arrive at competent opinion, or take another year?
11:19:43 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Accountant when came on board?
11:20:09 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	In Clay County?
11:20:15 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Office in Manchester, accounting office?
11:20:19 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Certified Public Accountant?
11:20:22 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	How long CPA?
11:20:33 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	How long since North Manchester financial records reviewed by PSC?
11:20:49 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	On board when PSC sent accountants to get records, were no records?
11:21:06 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Sufficient financial records, complete analysis of financial position to be made by anybody?

11:21:30 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Where are financial records?
11:21:42 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Keep them up to date, don't let them out of sight?
11:21:59 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Rate customer pays 4,000 gallons a month, minimum charge, volumetric basis?
11:22:27 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Other than KIA, other debt?
11:22:36 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	No debt to Rural Development, USDA?
11:22:50 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	North Manchester need more income?
11:23:22 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Take customer out, could North Manchester use more money?
11:23:52 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Yes, it could?
11:23:57 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Water service being provided without adequate revenue stream?
11:24:30 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Customer entitled same service as in Louisville/Lexington/Frankfort, but how much can pay?
11:24:57 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Management does not do job, keep rates up a little, infrastructure replaced, system maintained, costs more and lower quality service?
11:25:27 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Replace pipes nearing end of useful life, depreciation reserve?
11:25:52 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Didn't fix anything, money was stolen, wasted or both?
11:26:16 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Who keeps operational records, water loss reports?
11:27:18 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Who does calculations?
11:27:29 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Field manager now?
11:27:33 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Who is office manager?
11:27:38 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	How long without field manager?
11:28:24 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Person from City of Manchester to help in field?
11:28:41 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	You, other commissioners discussed City of Manchester operational management?
11:29:13 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Don't trust, why? Not provide good management? Issues?
11:30:31 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Ten million gallons a month?
11:30:37 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Question you have, what happened?
11:30:50 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Vigilance, boards need to oversee management.

11:31:34 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Received interest from investor-owned water company about purchase?
11:32:20 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Who approached by?
11:32:24 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Kentucky American Water?
11:32:28 AM	Chairman Schmitt - witness Woods Note: Sacre, Candace	Interest is utilities solvent, healthy for customer, exist for benefit of customers.
11:33:19 AM	Chairman Schmitt Note: Sacre, Candace	I have no further questions. Ms. Vinsel, any questions?
11:33:23 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	No, no further questions.
11:33:26 AM	Chairman Schmitt Note: Sacre, Candace	Mr. and Mrs. Swafford?
11:33:27 AM	Chairman Schmitt Note: Sacre, Candace	Mr. Shepherd?
11:33:28 AM	Atty Shepherd North Manchester Note: Sacre, Candace	None, Your Honor.
11:33:29 AM	Chairman Schmitt Note: Sacre, Candace	Commissioner Mathews?
11:33:32 AM	Commissioner Mathews Note: Sacre, Candace	None.
11:33:35 AM	Chairman Schmitt Note: Sacre, Candace	May Mr. Woods step down?
11:33:38 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Yes, he may.
11:33:40 AM	Chairman Schmitt Note: Sacre, Candace	Anything else? Any other witness you choose to call?
11:33:44 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	We have a few other witnesses. I have a procedural question though. I have only one question for each of them, and that is whether or not they have received formally or informal complaints from any customers regarding water pressure.
11:34:00 AM	Chairman Schmitt Note: Sacre, Candace	Let me ask Mr. Shepherd. Assuming that Ms. Vinsel didn't call any witnesses at all, any of your people, North Manchester, would you call them as a witness for any purpose?
11:34:15 AM	Atty Shepherd North Manchester Note: Sacre, Candace	No, Your Honor.
11:34:16 AM	Chairman Schmitt Note: Sacre, Candace	Why don't we do this then, and you may want to ask further questions, and, of course, The Swaffords would have an opportunity. Why don't we get the other commissioners? If they could just stand up here, and we'd swear them in, you could call them one at a time, they could answer the questions, and, if Mr. Shepherd had something he wanted to ask or Mr. and Mrs. Swafford, and that could take care of it.
11:34:37 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Thank you.
11:34:40 AM	Chairman Schmitt Note: Sacre, Candace	Who is left here? (Click on link for further comments.)

11:35:09 AM	Chairman Schmitt Note: Sacre, Candace	All right, Mr. Smith and Mr. Crawford, please stand and raise your right hand.
11:35:26 AM	Camera Lock PTZ Activated	
11:35:30 AM	Chairman Schmitt Note: Sacre, Candace	Witnesses are sworn.
11:35:37 AM	Chairman Schmitt Note: Sacre, Candace	All right, pick one, Ms. Vinsel.
11:35:44 AM	Asst Gen Counsel Vinsel PSC - witness Hoskins Note: Sacre, Candace	Cross Examination. Received complaints from customers, formally, informally, regarding low pressure?
11:36:02 AM	Camera Lock Applicant Activated	
11:36:05 AM	Asst Gen Counsel Vinsel PSC - witness Crawford Note: Sacre, Candace	Cross Examination. Received complaints from customers, formally, informally, regarding low pressure?
11:36:11 AM	Camera Lock Wireless Mic Cam Activated	
11:36:17 AM	Camera Lock PTZ Activated	
11:36:36 AM	Asst Gen Counsel Vinsel PSC - witness Smith Note: Sacre, Candace	Cross Examination. Received complaints from customers, informally, formally, regarding low pressure?
11:36:55 AM	Chairman Schmitt Note: Sacre, Candace	Does that exhaust all the witnesses who were called today?
11:37:00 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Yes, it does, Your Honor.
11:37:01 AM	Chairman Schmitt Note: Sacre, Candace	Is there anything else, Ms. Vinsel, that you would like to bring to the attention of the Commission before we talk about data requests?
11:37:14 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	No, nothing further.
11:37:16 AM	Chairman Schmitt Note: Sacre, Candace	Mr. and Mrs. Swafford, anything you'd like to say or any insights that you would like to give us perhaps about the situation? Nothing?
11:37:23 AM	Camera Lock Interviewer Activated	
11:37:25 AM	Complainants B. and T. Swafford Pro Se Note: Sacre, Candace	No, Your Honor.
11:37:26 AM	Chairman Schmitt Note: Sacre, Candace	Mr. Shepherd?
11:37:27 AM	Atty Shepherd North Manchester Note: Sacre, Candace	No, Your Honor.
11:37:29 AM	Camera Lock Deactivated	
11:37:30 AM	Chairman Schmitt Note: Sacre, Candace	I know there's some interrogatories or requests for documents or what we call data requests here. Ms. Vinsel, how long would you like to have to prepare these questions or requests for Mr. Shepherd?
11:37:49 AM	Asst Gen Counsel Vinsel PSC Note: Sacre, Candace	Chairman, because I know that our editors have a great number of orders and data requests they're getting out, I think I can have something out by Friday, October 2.
11:38:07 AM	Chairman Schmitt Note: Sacre, Candace	Mr. Shepherd, I don't know how many of these questions there will be, but I think you've heard most of what the topics would be. How much time will you and your client need to provide answers and/or documents, and, if you need a moment to talk to Mr. Davis or Mr. Woods or Mr. Maggard, you can take it at this time and see what you think.

11:38:42 AM	Atty Shepherd North Manchester Note: Sacre, Candace	Your Honor, I believe 30 days will suffice.
11:38:46 AM	Chairman Schmitt Note: Sacre, Candace	That'd be fine, that'd be fine. It may take you time, I'm sure it will, so, if we're talking about, if they go out on October the 2nd, why don't we just - October 30th? That's four weeks, all right? And they'd be due October 30th, and because we're short of help here, normally, within an hour, I'd have an order out, but it's going to take a little longer than that.
11:39:05 AM	Camera Lock Applicant Activated	
11:39:10 AM	Camera Lock Deactivated	
11:39:18 AM	Chairman Schmitt Note: Sacre, Candace	But Staff's data requests will be due to be filed and served on Mr. Shepherd on October 2nd, and North Manchester's responses filed on or before October 30th, fine?
11:39:31 AM	Atty Shepherd North Manchester Note: Sacre, Candace	That's fine, Your Honor.
11:39:32 AM	Chairman Schmitt Note: Sacre, Candace	Is there anything else? If not, we'll bring this hearing to a close.
11:39:45 AM	Session Ended	

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